



## ABSTRACT AND BIOGRAPHY

### Using Case Studies to Assure Mission Success

Have you ever been involved in a project where there were communication challenges amongst members of the team? How about one in which there were schedule pressures? Have budget cuts ever impacted your test program? These situations are, in fact, significant contributors to some of history's most visible mishaps, and it is our job at NASA to manage these so that they don't cause mishaps on our projects.

This year, the NASA Safety Center has embarked on exciting initiatives using storytelling to highlight the causal chain in serious mishaps and relate them back to our every day jobs here at NASA. One initiative uses case studies to examine how seemingly small incidents can contribute to larger system failures. Another facilitates case studies with project teams throughout the Agency to stimulate "systems thinking for strong project teams."

In this presentation, NSC representatives will show you how to use case studies to help your teams recognize and break the causal chains that lead to mishaps.

#### **Suzanne Otero**

#### ***Incident Reporting Information System (IRIS) Implementation Manager*** **NASA Glenn Research Center**

Ms. Otero has been involved in both research and manned flight operations at NASA since 1983 holding positions at Kennedy Space Center and Glenn Research Center. She has held positions in the Shuttle, Space Lab, and GRC Microgravity Research programs performing duties as a systems engineer, contamination control specialist, facility manager, project manager, and information technologist. Her current duties at the NASA Safety Center involve the operation and maintenance of the Incident Reporting Information System (IRIS) responsible for data collection of NASA's mishap, close call and hazard occurrences, their investigation and subsequent corrective action tracking. Ms. Otero has lead a team in the analysis of this data resulting in the "Cases of Interest" knowledge dissemination product.

#### **Philip Mongan**

#### ***Vice President Aerospace, Defense, and Intelligence Operations*** **ARES Corporation**

Over the past 5 years, Mr. Mongan has served as Program Manager for several tasks at NASA Headquarters in the Office of Safety and Mission Assurance, and Exploration Systems Mission Directorate. He has been instrumental in developing key system safety processes, human reliability techniques, safety assurance processes, and system failure case studies. He is now involved in outreach initiatives at NASA, the FAA, and other organizations where, using case studies, he facilitates training sessions amongst project teams to create stronger systems thinking within the teams.



# PROJECT MANAGEMENT CHALLENGE 2009

*Sixth Annual NASA Project Management Seminar*

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Mr. Mongan began his career at Johnson Space Center as a flight controller and crew trainer. He eventually became subsystem manager of the crew station where he integrated many modifications into the Shuttle. He served as a test director for many tests, including human rated and hazardous testing, in facilities including the Shuttle mockups, wave tank facilities, the KC-135 zero-g airplane, and the Shuttle simulators. Mr. Mongan transitioned to the ISS Phase I program where he integrated all of the U.S. payload on STS-76 into the Mir space station and eventually went on to become the Program Manager for the IMAX movie, *Missions to Mir*.